

Beaulieu Canada Residential Warranty Guide

HOMEOWNER OBLIGATIONS

To maintain warranty coverage and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep two square feet (0.2 m²) of excess unused carpet remnant after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the carpet.
- Make sure the carpet is installed according to the latest version of the CRI Carpet Installation Standard.
- Keep the receipts of periodic professional cleaning as proof of maintenance.
- Keep a list of products used to clean the carpet.

PERFORMANCE ASSURANCE WARRANTY

WEAR RESISTANCE WARRANTY

Beaulieu Canada guarantees that with proper care and maintenance (see our Carpet Care Guide and General Terms & Conditions for details), the pile of your new carpet will not wear more than 10% by weight from normal foot traffic for the term of the product's warranty. Wear is defined as countable abrasive fiber loss and not as a change in appearance, such as crushing or matting. Wear is determined by pile yarn weight (ounces per square yard) comparisons using mechanical wear simulator testing ASTM D 5252 Hexapod Drum Tester. The carpet must be professionally installed over an underpad which meets minimum thickness and density requirements and must have proper, adequate care and maintenance. Lowe's employs professional, experienced installers to ensure that your carpet is installed properly in your home to maximize carpet performance and life. See the Warranty General Terms, Conditions and Limitations for the recommended underpad requirements.

EXCLUSIONS

This warranty excludes carpet installed improperly, carpet on stairs, in high-moisture areas, outdoors, or areas subject to other than ordinary shoe traffic.

TEXTURE RETENTION WARRANTY

Beaulieu Canada carpets are warranted against exhibiting abnormal loss of surface texture from normal residential foot traffic and must retain a texture rating of at least 3.0 for the period of time as specified by the product's warranty. The texture of any carpet will change over time, this is a normal characteristic, especially in higher traffic areas. Texture retention is the ability of the carpet tufts to retain their visible shape. The performance is measured by the degree of bursting, opening or untwisting of the tufts at the carpet surface and is evaluated on the CRI TM-101 scale from 5.0 (new or no change) to 1.0 (severe change) when tested in accordance to ASTM D-5252 standard test method. The carpet must be professionally installed over an underpad which meets minimum thickness and density requirements and must have proper, adequate care and maintenance.

EXCLUSIONS

This warranty does not apply to changes in appearance from soiling, from furniture indentation, or shading and does not apply to carpet on stairs or high moisture areas. Texture change associated with normal

crushing or matting are not included under the texture retention warranty. Please refer to the Normal Changes in Carpet Appearance on page 6 of this document for more details.

GENERAL CONDITIONS FOR STAIN RELATED WARRANTIES

These warranties are not a cleaning contract. The consumer must establish and implement a pre-planned preventative maintenance program immediately after installation of the carpet as described in our Carpet Care Guide.

If stains are saturated and result in wicking, these stains will release with additional recleaning. Wicking is defined as a reappearance of previously cleaned stains due to moisture transfer from liquid remaining in carpet backing or padding. Wicking is a normal phenomenon and it is not covered in any Beaulieu Canada stain warranties.

Claims submitted to Beaulieu Canada under these warranties must include a letter and a receipt from a professional carpet cleaner describing the affected area and the cleaning procedures applied, with a statement that the stain could not be removed. In order to invoke these warranties, proper spot cleaning must have occurred within a reasonable time after a spill occurs. If circumstances do not permit this, then no later than 72 hours, or within 3 working days after the spill occurs. If after professional cleaning, the stain is tested and the affected area is found to have a rating of less than 4.0 on the AATCC Grey Scale for dark color and less than 3.0 for medium to light color, Beaulieu Canada will designate a professional carpet cleaner to attempt to remove the stain. If the second professional cleaning removes the stain up to the acceptable rating described above, the consumer must pay for this service. If Beaulieu Canada determines that the affected area remains unsatisfactory after this second professional attempt at restoration, and that all warranty conditions have been met, Beaulieu Canada will compensate the owner on a prorated basis.

STAIN RESISTANCE WARRANTY

Beaulieu Canada warrants that carpet manufactured using 100% solution dyed yarn components will not permanently stain from substances typically found in homes for the period of time as specified by the product's warranty, provided that the carpet is properly installed indoors according to the latest version of the Carpet & Rug Institute (CRI) Carpet Installation Standard and maintained according to Beaulieu Canada's Carpet Care Guide.

A stain is defined for the purpose of this warranty as an irreversible localized color change rated less than 4.0 on the American Association of Textile Chemists and Colorists (AATCC) Grey Scale* for evaluating staining on dark color and less than 3.0 on medium to light color.

*AATCC Grey Scale: 1.0 = most difference; 5.0 = no difference

EXCLUSIONS

This warranty excludes willful damage including burns, water damage and reappearing spots. In addition, chemical substances that degrade or destroy the carpet fibers are also excluded from warranty coverage. This warranty applies only to carpet manufactured using 100% solution dyed yarn components.

HOUSEHOLD PET STAINS

Beaulieu Canada warrants that the surface pile of any carpet manufactured with Tryesse Pro™ solution dyed polyester will resist stains from pet (domestic dog or cat) urine, feces and vomit for the period of time as specified by the product's warranty, provided that the carpet is properly installed indoors

according to the latest version of the Carpet & Rug Institute (CRI) Carpet Installation Standard and maintained according to Beaulieu Canada's Carpet Care Guide. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand) permanent stains. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. If permanent staining should occur that cannot be removed using recommended methods, Beaulieu Canada may, at its sole discretion, elect to have the affected area of the carpet cleaned professionally.

EXCLUSIONS

Specifically excluded from this warranty is damage or stains caused by any vomit, feces, or urine other than domestic dog and cat. Pet urine, feces and vomit can erode and destroy carpet backing, resulting in carpet delamination which is not covered under this warranty. This warranty applies to above-mentioned stains only and does not cover resistance to odors. Other pet accidents such as tearing, cutting, chewing or damage of similar nature are not covered under this warranty. This warranty applies only to carpet manufactured with Tryesse Pro™ solution dyed polyester.

REMINDER: While a carpet with this feature is inherently stain resistant, some staining may still occur, especially over time and in high-traffic areas. This feature will enhance your ability to clean up stains, not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings, and some stains may not be removable.

MANUFACTURING DEFECTS WARRANTY

Beaulieu Canada guarantees its residential carpeting against latent manufacturing defects for the period of time as specified by the product's warranty period specified from the date of original installation in an owner occupied, single family residence. This limited warranty is not transferable. The liability of Beaulieu Canada under this limited warranty shall be limited to the actual cost of repair or replacement of the affected area of carpet extending to the nearest wall, doorway, or entrance. Beaulieu Canada reserves the right to correct any defect prior to the carpet being removed, replaced, or settlement offered. If replacement is warranted, Beaulieu Canada shall provide a carpet of equal value should the identical carpet not be available.

EXCLUSIONS

Beaulieu Canada will not be liable for the cost of incidental or consequential damages. The Beaulieu Canada Manufacturing Defects warranty does not include labor on claims for appearance-related manufacturing defects that could have been observed during pre-installation such as wrong material ordered, missing tufts, pattern inversion, dye spots, tears, loose backing, etc. Pile distortion or wrinkles resulting from the shipping and handling of the carpet, is temporary and is not considered a manufacturing defect. Matting & crushing or any change in appearance retention, furniture indentation is also excluded. Please refer to the Normal Changes in Carpet Appearance on page 6 of this document for more details.

WARRANTY GENERAL TERMS CONDITIONS AND LIMITATIONS

In addition to the requirements previously specified above for each respective warranty, the following general terms and conditions apply to each of the warranties unless otherwise specified.

These warranties apply only to carpet installed in owner-occupied residential space where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and

"commercial application" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling. Area rugs are not covered under this warranty.

Beaulieu Canada will repair or replace the portion of the carpet that does not perform according to its warranties. If all warranty conditions have been met, Beaulieu Canada will compensate the owner, on a prorated basis, the original cost of the carpet for the directly affected area and a reasonable removal and reinstallation allowance. Reasonable removal and re-installation costs are limited to \$5.50 USD per square yard. Any charges for carpet disposal, new padding or moving furniture, equipment, etc. are the responsibility of the owner.

Not all warranties listed in this document apply to every Beaulieu Canada product. The specific warranties for your carpet are listed on the Lowe's store sample and on www.lowes.com, including the duration of each warranty.

The carpet must be installed in accordance with the latest version of the CRI Carpet Installation Standard. Seam sealing is mandatory on all installations. Power stretching is mandatory on all stretch-in installations.

If a defect covered by these warranties appears during the warranty period, Beaulieu Canada will, at its sole discretion, repair or replace the defective carpet areas extended to the nearest wall, doorway or entrance. Beaulieu Canada will replace the defective carpet areas with the identical carpet, or if that is not available, a Beaulieu Canada carpet of comparable quality, color and value. The replacement product is guaranteed for the remainder of the original warranty period.

This warranty applies only to Beaulieu Canada first-quality (not seconds or irregular) wall-to-wall carpet purchased and installed in Canada or the United States *by a certified installer*. Beaulieu Canada warranties are applicable to the first owner, prorated based upon the length of each respective warranty, and are non-transferable.

The carpet must be maintained and cleaned in accordance with Beaulieu Canada recommendations as outlined in the Carpet Care Guide. The consumer shall reasonably cooperate with Beaulieu Canada in its efforts to honor and perform its obligations under this warranty.

Beaulieu Canada is responsible for the Performance Assurance Warranty. The registration of all claims and the fulfillment of the warranty obligations are to be handled through a Lowe's store from which the product was purchased.

If Beaulieu Canada cannot repair your carpet, it will be replaced or you will be reimbursed as described herein. Any repair or replacement under this Performance Assurance Warranty will be made by a Lowe's store, with authorization from Beaulieu Canada, and will be limited to the affected areas of the carpet. The Performance Assurance Warranty is in lieu of, and cannot be used in conjunction with, any other express warranties that now, or hereafter, might arise with respect to this product.

LABOR CHARGES

If replacement is necessary under the terms of these warranties, Beaulieu Canada will pay during the first three years of coverage for the removal of the old carpet and the installation cost of the new. Any costs associated with carpet disposal, underpad or for moving furniture or equipment are not included. The

owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance.

WARRANTY PRORATION CHART

If Beaulieu Canada reimburses you for your carpet under the terms of these warranties; Beaulieu Canada will credit a percentage of the original carpet purchase price according to the following proration chart and reasonable labor for the removal of the old carpet and the installation cost of the new.

Year	20 years to lifetime	15 years	10 years	5 years
1	100%	100%	100%	100%
2	100%	100%	100%	100%
3	90%	90%	85%	80%
4	85%	85%	80%	70%
5	80%	80%	75%	50%
6	75%	75%	70%	30%
7	70%	70%	65%	N/A
8	65%	65%	60%	N/A
9	60%	60%	55%	N/A
10	55%	55%	50%	N/A
11	50%	50%	N/A	N/A
12	45%	40%	N/A	N/A
13	40%	30%	N/A	N/A
14	35%	20%	N/A	N/A
15	30%	10%	N/A	N/A
16	25%	N/A	N/A	N/A
17	20%	N/A	N/A	N/A
18	15%	N/A	N/A	N/A
19	10%	N/A	N/A	N/A
20+	5%	N/A	N/A	N/A

GENERAL WARRANTY EXCLUSIONS

The following are regular changes that carpet may undergo with time and use. Unless specifically stated in the warranty of your product, all Beaulieu Canada warranties exclude:

Accidents or abnormal use

Carpet which has been subjected to abnormal use and conditions, or abused, will not be covered. Incidental or consequential damages (including but not limited to water damage from cutting, plumbing, storm, flood, smoke or fire damage) are also excluded.

Normal changes in carpet appearance

All carpet will change in appearance over time to some degree due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. Regular maintenance and a good quality cushion will limit these changes. With age, the tuft tips may gradually lose twist, causing a blooming effect in the carpet. These changes in carpet appearance are normal characteristics and are not considered as manufacturing defects:

Crushing

Crushing is the compression of the carpet yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar or brush unit will help keep the pile's best appearance.

Matting

Matting is the physical entanglements of the yarn fibers which cause loss of pile thickness. Many factors can contribute to matting such as; foreign residues agglomerating to the fibers, residue from spills and/or improper cleaning, oil from bare feet combined with pivoting or shuffling movements.

Shading, Vacuum Cleaner Marks and Footprints

Cut pile carpet constructions will show impressions. This visual effect is a normal condition it is the result of light refracting at different angles on the fibers.

Indentations

Furniture and other heavy objects will cause indentations in your carpet. Use of furniture coasters will help minimize the indentation marks.

Differences in Samples

It is normal that the sample color and texture may slightly differ from the color and texture of the actual carpet. These Beaulieu Canada warranties do not cover these minor differences.

Commercial Use

Carpet that has been put to commercial use (stores, office or other place of business, etc.) are not covered by these Beaulieu Canada Warranties.

Filtration soiling

Dust, dirt, pollen, cooking vapors and other airborne pollutants may appear as dark lines along walls, vents and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls and doorways. professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

Improper cleaning and care

Beaulieu Canada warranties do not cover damage caused by improper cleaning, maintenance, cleaning materials or inadequate care. It is the homeowner's responsibility to keep his cleaning receipts.

Improper Installation

Beaulieu Canada warranties do not cover damage caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam and seam peaking. The (CRI) Carpet and Rug Institute Carpet Installation Standards conform to proper installation procedures and must be followed.

Outdoor carpet

This Warranty excludes all carpet which has been installed outdoors or that has been exposed to outdoor conditions.

Carpet on stairs

This warranty excludes carpet installed on stairs.

Atmospheric conditions or chemical contamination

This Warranty excludes discoloration, color alterations, or fading affected by atmospheric conditions or chemical contamination.

Pooling

Pooling, a naturally occurring phenomenon, is excluded from the warranty.

Inadequate Underpad

Underpad, or cushion, is a major factor affecting the texture retention and performance of your carpet. If the wrong cushion is used, even the highest quality carpet may fail to meet performance expectations. Beaulieu Canada warranties excludes damage to your carpet if installed over an inadequate cushion.

MINIMUM CUSHION REQUIREMENTS

Following the minimum cushion requirement will maximize the life of your carpet investment and is a requirement for the terms of this Performance Assurance Warranty. The source of the below chart and descriptions belong to the Carpet Cushion Council.

		Class 1		Class 2	
		Density (lbs./ft ³) minimum	Thickness (inches) minimum	Density (lbs./ft ³) minimum	Thickness (inches) minimum
Polyurethane foam	Prime	2.2	0.375	Not recommended for Class 2	
	Grafted Prime	2.7	0.250	2.7	0.250
	Densified Prime	2.2	0.313	2.7	0.250
	Bonded	5.0	0.375	6.5	0.375
	Mechanically Frothed	10.0	0.250	12.0	0.250
Rubber	Flat Rubber	18.0	0.220	21.0	0.220
	Rippled Rubber	14.0	0.285	16.0	0.330

Class 1: Light and Moderate Traffic such as living, dining, bedrooms, and recreational rooms. Class 2 cushion may be used in Class 1 applications.

Class 2: Heavy Duty Traffic, such as lobbies and corridors in multi-family facilities, and all stair applications.

This chart illustrates products that meet minimum guidelines. Better grades of carpet cushion than the minimum suggested are always recommended, when possible, to provide more support and cushioning for carpet. In areas where heavy use is expected, we suggest using firmer grades of cushion. These areas include stairways, halls, and areas where heavy furniture is used, such as living rooms and dining rooms. Softer cushion may be used in bedrooms and lounge areas where use is lighter and a plusher "feel" is desired.

FILLING A CLAIM

In the unlikely event of a claim, please notify your Lowe's store where you purchased your carpet. Be prepared to describe the specific problem and to include a copy of your invoice. Lowe's will then take the necessary steps to ensure the claim is looked after and contact Beaulieu Canada's Claims Department, if necessary. To ensure fast and easy service, follow the Homeowner Obligations mentioned at the beginning of this document.